



LEISURE
TRAVEL VANS

IMPORTANT SAFETY RECALL

November 30, 2020



Triple E Recreational Vehicles
A Division of Triple E Canada Ltd.

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Walhalla, ND 58282

LEISUREVANS.COM
TRIPLEERV.COM

«Owner_Name»
«Address1»
«Address2»
«Address3», «Prov» «Postal_Code»

“This notice applies to your vehicle, «Unit»
VIN #«VIN»
Coach Serial #«Serial»

Triple E Recreational Vehicles Recall CA#9835-1 20V722

This notice is sent to you in accordance with the requirements of the National Traffic & Motor Vehicle Safety Act. Triple E Recreational Vehicles has decided that certain 2018, 2019, 2020 & 2021 Serenity & Unity (U24MB, U24FX & U24RL) motorhomes manufactured between June 2, 2017 & October 23, 2020 fail to conform to Federal Motor Vehicle Safety Standard

Description of Safety Defect:

The fresh water tank bracket on units manufactured with the water tank located below the floor, can shift side to side causing the chassis wire harness to become chaffed through. When the fresh water tank is partially filled, the movement of the vehicle causes the water tank to move resulting in the bracket moving and chaffing the wire harness. The chaffing of the chassis wiring harness when in motion, vehicles following may not see the loss of tail light illumination, this could increase the risk of a crash causing injury and /or damage to property

To Have This Modification Performed:

We request your assistance to have this Safety issue corrected. Please follow the enclosed SOP (Standard Operating Procedures) to perform the Recall. If you choose to have your selling dealer or a RV service center perform the recall it will be performed at no charge to you. The time needed to perform the recall is approximately 30 minutes. If you choose to have this Recall performed by a service center other than your dealer, prior authorization is required.

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall.

For more information contact Triple E RV/Leisure Travel Vans at 1-877-992-9906 Customer Service / Warranty department or by e-mail recalls@tripleerv.com in the subject line "Recall CA#9835-1".

For U.S. Residents

If Triple E Recreational Vehicles fails or is unable to remedy this potential defect without charge, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. SE, Washington, DC 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236; (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>

We regret the inconvenience this Recall may cause you but want you to have complete satisfaction with your Leisure Travel Vans product. Thank you for your anticipated assistance and please do not hesitate to contact us should you require additional information.

Sincerely,



Brad Wall
Customer Service / Warranty Manager

BW/wcw

Enclosures

- 1 – Repair Kit
(1 pc. Split tubing / 1 pc. Windlace / 1 galvanized bracket / 2 tek screws)
- 1 – SOP03419 (Standard Operating Procedure)